



Midco Connections – Your solutions for Training and Quality Assurance:

On-site Training:

Take advantage of our team of dedicated trainers to train your staff, your trainers, or both. We can even do the training at your site if needed. We realize that it's expensive to have a full time dedicated staff of trainers. That's why Midco Connections created these services for you and your business. Based on your needs, you can contract us to design, deliver and support your training needs without the full-time monthly expense to your bottom line.

- \$75 / hour for instructor lead training at your site.
- \$25 / hour travel time for the trainer as they travel to and from your location.
- Actual cost of travel (\$0.60 a mile or actual airfare, Midco's choice).
- Actual Lodging and Meals (reasonable accommodations).

Curriculum Development:

There is a science to creating effective training materials and the Midco Connections Curriculum Development Team will leverage its years of experience to make your training materials the best they can be. Our curriculum developers will work directly with your managers and product development team to conduct a training needs assessment that will identify what the training should accomplish and what information needs to be incorporated into your training materials. Our proven methods will help your training to be retained by your staff longer and offer an ongoing resource for your team to use.

- \$50 / hour for curriculum design (word, power point, excel, handouts, and assessments).

Quality Assurance Services:

Living in South Dakota we have access to some great people. We don't hire just anyone off the street. We spend a lot of time recruiting the right people and giving them the training they need to be successful. We spend a lot of time doing quality monitors of our staff on a monthly basis. If Quality is a company focus for you, Midco Connections has several options for you. You can choose to have a set number of quality monitors done each month. At the end of the month you will receive a Quality Summary Report for your review. You can also choose to have a custom quality scorecard created that will key in on your specific businesses indicators and criteria. This service requires a minimum of a 6 month commitment because of the staffing requirements involved.

- **10-150 Quality Reports per month** (you choose the number): **\$5 each** (includes monthly summary report).
- **150+ Quality Reports per month** (you choose the number): **\$4.50 each** (includes monthly summary report).
- **Custom Scorecard: \$100** (includes 1 hour meeting to identify scoring criteria)
- **Part Time Dedicated Quality Coach: \$1,500 a month (350 calls per month)** (12 Month Commitment)

Contact one of our Business Development Executives to setup a time to meet with our team and discuss your training or quality needs. www.midcoconnections.com or call us at 1-800-843-8800.

